



# **VIRGIN ISLANDS HOUSING FINANCE AUTHORITY**

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## **REQUEST FOR PROPOSALS**

for

## **HOMEOWNER ASSISTANCE FUND CASE MANAGEMENT SERVICES AND SYSTEM ADDENDUM I**

**RFP 013-2022-STT/STX**

**Issue date:**

**September 27, 2022**

**Submittal deadline:**

**October 11, 2022**

**Contact person:**

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 *Unlocking the Door to Affordable Housing*

“CONFIDENTIAL BID SUBMISSION”

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## VIRGIN ISLANDS HOUSING FINANCE AUTHORITY

### RFP 013-2022-STT/STX REQUEST FOR PROPOSALS HOMEOWNER ASSISTANCE FUND CASE MANAGEMENT SERVICES AND SYSTEM **ADDENDUM I**

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**This addendum is issued to modify the previously issued RFP document and/or given for informational purposes and is hereby made a part of the RFP document. The Respondent must acknowledge the receipt of any and all addenda by completing RFP Cover Letter, Enclosure Document A. The following sections are hereby amended/added:**

#### **1.0 INTRODUCTION**

The Virgin Islands Housing Finance Authority (“VIHFA”) is soliciting proposals from qualified and licensed firms (“Respondent”) to provide Case Management Services and a Case Management database system to process applications for the Homeowner Assistance Fund (“HAF”) Program in the United States Virgin Islands (“USVI”).

The selected Respondent shall serve all eligible applicants located in the USVI. The selected Respondent shall provide a call center and be prepared to be operational within 15 business days after contract execution. The call center shall be available to receive and resolve inquiries from applicants. The selected Respondent shall provide intake centers on St. Croix, St. Thomas, and St. John, with trained staff and operational with all necessary equipment, supplies, and any other needed materials within 45 calendar days after contract execution.

The selected Respondent will also provide case workers whose primary responsibility will be to successfully manage the applications of the program from inception to closeout. They will serve as the front-line staff of the program, and will provide long-term consistent delivery of services, including processing and tracking applications for the program as described herein. The case workers will serve as the primary point of contact for the Program Applicants. Among other tasks, case workers will perform case management at all phases of eligibility to ensure successful participation in the program. Tasks will include, but shall not be limited to: intake, completion of the processing of all open applications, the verification of applicant eligibility for assistance, detection of fraud, waste and abuse (AFWA), Verification of Benefits (VOB), avoidance of Duplication of Benefits (DOB), coordination with the appropriate entities to ensure the timely payment for mortgages and administer the funding made available for the benefit of the homeowners in the USVI.

The selected Respondent will be responsible for providing the Case Management system for the program that meets the needs of the VIHFA. The case management system shall have the following capabilities: serve as a repository for client's program application and electronic copies of supporting documents; accommodate uploads of documents by authorized VIHFA staff; compile demographic and other data as needed for Treasury reporting; and, provide a dashboard for real-time viewing of program statistics - including but not limited to, number of applications received, and applications by status (in review, withdrawn/ineligible, eligible, paid). The VIHFA

must have access to the Case Management System and the ability to use the system internally as needed for the program. The VIHFA program team will work with the successful Respondent to develop process mapping to assist in the development of the system.

### 1.1 PROGRAM HISTORY

The HAF assists households that are unable to pay mortgage, insurance, and property taxes due to the COVID-19 pandemic.

HAF was enacted by the US Treasury in April 2021 under the American Rescue Plan Act of 2021. The funds are provided directly to states, U.S. territories, local governments, and Indian tribes. Grantees use the funds to provide assistance to eligible households through existing or newly created homeowner assistance programs. The Homeowner Assistance Fund has allocated \$8.5 million in assistance for residents of the U.S. Virgin Islands.

Approximately ninety (90) percent of awarded funds will be used for direct financial assistance, including mortgage reinstatement, mortgage payment assistance, mortgage principal reduction, and foreclosure prevention. Eligible costs that can be covered includes mortgage principal, interest, homeowner insurance, homeowner association fees, and delinquent property taxes. Ten (10) percent of funds will be used for case management and administrative services. HAF funds expire on September 30, 2026. **(Please see Attachment A, HAF Action Plan)**

### 12.0 REQUEST FOR PROPOSAL SCHEDULE

The deadlines associated with this RFP are further outlined:

RFP SCHEDULE	DATE	TIME
RFP Issue date	August 31, 2022	
Pre-proposal Conference	September 15, 2022	10:00 AM
Final date to submit written questions	September 22, 2022	12:00 PM
<b>RFP Submittal Deadline</b>	<b>October 11, 2022</b>	<b>4:00 PM</b>

The VIHFA reserves the right to change the RFP schedule by issuing an Addendum at any time.

### 15.0 DELIVERY OF PROPOSAL PACKAGE

All responses to this RFP are to be submitted no later than **4:00 p.m. AST on October 11, 2022**. The VIHFA will **not** consider fax submission of a proposal. Proposal Package must be emailed to **procurement@vihfa.gov**.

The email subject line must be clearly marked **“PROPOSAL – HAF”**. The VIHFA will not consider fax submission of a proposal or email submissions received after the deadline and submissions submitted to the wrong email address.

Failure to clearly mark each proposal package with this information may cause the VIHFA to inadvertently open the proposals before official closing date and time. The VIHFA will log all

Request for Proposals  
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received proposals with the date and time of receipt. Proposals received after the deadline will be considered **LATE** and will **not** be opened or considered.

**Enclosures**

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|--------------------------------|--|
| <b>1. Enclosure Document A</b> | <b>RFP Cover Letter</b>                          |
| <b>2. Enclosure Document B</b> | <b>Non-Collusive Affidavit</b>                   |
| <b>3. Enclosure Document C</b> | <b>Debarment Certification Form</b>              |
| <b>4. Enclosure Document D</b> | <b>Corporate Document Checklist Form</b>         |
| <b>5. Enclosure Document E</b> | <b>Respondent's Qualification Statement Form</b> |
| <b>6. Enclosure Document F</b> | <b>Proposal Cost Sheet</b>                       |

**Attachment**

- |                        |                        |
|------------------------|------------------------|
| <b>1. Attachment A</b> | <b>HAF Action Plan</b> |
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